

State Departments
MHSA Progress Report*
Fiscal Year 2009-10
Reporting Period: July 1, 2010 – December 31, 2010

Department Office of Statewide Health Planning and Development/ Health Professions Education Foundation (Foundation)

- Between July 1 and December 31, 2010, the Foundation provided **11,475** encounters with stakeholders or potential applicants via phone, email, face-to-face, or web-based strategies to promote the Mental Health Loan Assumption Program (MHLAP.)
- On September 15, 2010, the Foundation released a new, user-friendly website and application for MHLAP. Between September 15 and December 10th the website had over 3,869 visitors and 2,659 opened the application online.
- On October 8, 2010, Governor Schwarzenegger signed California's state budget, authorizing an increase in MHLAP award funding from \$2.5 million to \$5 million annually.
- Conserved state resources by developing new web-based marketing strategies, including a new slide show presentation to help address common questions and misnomers about the application.
- To further encourage applicants MHLAP scheduled 1.5 hour teleconference calls once a week between October 10 and December 10 answering questions and giving instructions on filling out the application, eligibility and background.
- As of December 2010, 262 have completed their 12 month service obligations, of which 85% have indicated that they will continue working in a hard-to-fill/retain position in the Public Mental Health System. MHLAP has received extremely positive feedback from the alumni awardees, showing that the financial assistance reduced their stress and concern about repaying educational debt, helped them to provide better services to clients, motivated them to continue working in the public mental health system, and invest in other financial avenues such as work-related training.
- By the December 10, 2010 deadline, the MHLAP received 1,009 applications from 53 Counties carrying a total debt burden of \$65.5 million. Notable trends include a constructive response from applicants and stakeholders to the new application format, as well as an increase in applications from males, psychologists, psychiatrists and nurse practitioners.

Goal 1: Develop and implement the Mental Health Loan Assumption Program (MHLAP) to remedy the shortage of mental health service providers employed in California's public mental health system.

Desired outcomes:

1. Provide loan forgiveness opportunities to mental health service providers employed in hard to fill or hard to retain positions, as identified by the County Mental Health Director.
2. Enhance the diversity of the public mental health system workforce, to meet the cultural and linguistic needs of each County's population.
3. Engage public mental health stakeholders in a transparent planning and policy development process.
4. Strengthen and expand existing County programs and activities according to the fundamental concepts expressed in the Mental Health Services Act.

Objective 1a

Provide partial or full loan forgiveness to a minimum of 600 qualified applicants annually.

	Due Date	Status on achieving objective, activities and deliverables (insert links)	Identify outstanding policy and program issues	Identify activities being coordinated with the local mental health system and other partners	Upcoming events/opportunities/ resources anticipated during the next six months

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Major activities/deliverables: 1. Design and finalize MHLAP-specific documents for 2010-2011, such as the application, contract template, scoring materials, and marketing documents.	SEPT 2010	Complete. Please visit http://www.oshpd.ca.gov/HP/EF/MHLAP.html	After several months of evaluating past documents and analyzing stakeholder input, we have released new and improved materials. We will continue to monitor public responses and utilize feedback to continue advancing documents to further improve the program.	Utilizing the application materials, the Foundation will contact County Mental Health Directors to determine which candidates work in a capacity that meet the needs of their local workforce.	MHLAP Advisory Committee Meeting to determine scores and propose awards; monthly Conference Calls with Workforce Education and Training Coordinators; propose summary statistics and awards to the Foundation Board of Trustees and Department of Mental Health for final approval.
2. Update/ renew Advisory Committee membership.	DEC 2010	Complete. 3 members resigned and 4 new members were added.	Training and time constraints have been challenging during previous application cycles, imposing a high volume of work on the volunteer Committee members.	Staff worked to develop a 120-day review process for applications which would allow more time to train new Advisory Committee members and allow a minimum of 25 business days for members to review and score their assigned applications.	The Foundation will release web-based training modules for Committee members to learn about the program and discuss scoring techniques. Additionally, Members will receive applications to score in February 2011 and the in-person Committee meeting will convene in March 2011 to determine awards.

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3. Develop and implement marketing plan.	SEPT 2010	<p>Ongoing. The Foundation implemented the following strategies to provide 11,475 encounters with stakeholders or potential applicants:</p> <ul style="list-style-type: none"> • 4,540 emails • 2,034 telephone calls • 70 contacts through in-person meetings/ presentations • 50+ contacts attended conference calls • 3,869 unique website visits • 250 flyer packets sent to counties and facilities statewide • 162 applications individually emailed per applicant requests • 500 flyers distributed at conferences and workshops 	County stakeholders identified in-person site visits as being costly and less effective than web-based solutions. Also, despite phone calls, emails and help from partner organizations, there are still seven Counties that did not submit any applications for the December 10, 2010 cycle.	Leverage partnerships with the California Department of Mental Health (DMH), the California Mental Health Director's Association (CMHDA), Board of Behavioral Sciences, Board of Psychology, California Institute of Mental Health Regional Partnerships and others to assist in marketing efforts. The Foundation also assisted in creating three personalized MHLAP bulletins for distribution in Los Angeles, Alameda, and San Francisco Counties.	Send personalized letters to the seven Counties with no applicants, and arrange for meetings to discuss new marketing strategies that will better meet their business needs. Consider personalized bulletins in key small and large counties.
4. Provide information and opportunity for input on program parameters and selection criteria.	ONGOING	Coordinated three Program Development Meetings with DMH and CMHDA: August 18, September 1, and October 12.	Maintain frequent communication throughout the 120-day application review process and identify areas in which partner agencies may be of assistance.	Gathered input from stakeholders to improve and finalize the MHLAP Application, marketing plan, contract template, scoring guidelines, expanding program eligibility to Licensed Professional Clinical Counselors, updating the Advisory Committee Roster, and conducting outreach.	The Foundation will send a list of proposed awardees to DMH in May 2011 for final approval, and will continue to gather information and feedback from partner agencies throughout June 2011.

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5. Pursuant to Welfare and Institutions Code Section 5892(a)(2) and (a)(3), DMH determines loan repayment allocation amounts for each County entity and the Foundation ensures this information is easily available to applicants.	DEC 2010	Complete. Please visit http://www.dmh.ca.gov/DMH Docs/docs/notices10/10-27_Enclosure1.pdf to view each County's Funding Allocation.	While many of the larger counties have a surplus of qualified applicants, there are several counties which will not be able to access their allocated funding, as no applications were submitted from their local workforce.	Communicate allocation funding levels to Counties via emails and conference calls.	Send notification letters to the Counties that did not utilize all of allocated funds and develop a personalized plan to improve outcomes in future years.
6. Post application online.	SEPT 2010	Complete. http://www.oshpd.ca.gov/HP EF/MHLAP.html	By purchasing new software licenses from Adobe Acrobat, staff was able to develop a much more technologically advanced and user-friendly application. However, this did create a problem for a small number of applicants who primarily use Macintosh or older computers. As a result, a printable version of the application was also created.	Review all the applications submitted for the December 10, 2010 deadline and begin to track application-design/format issues.	Meet with partners beginning June 2011 to evaluate the application design and marketing.
7. Provide training and technical assistance to Counties to help County Mental Health Directors and/or their designees to fulfill their role in the MHLAP process.	JAN 2011	In progress. Sent several emails to all 60 County Mental Health Directors/Designees throughout the application process.	The Foundation has created a new County Verification process, to reduce the workload of Counties. The new process will be fast and more efficient than previous years, as the Foundation has implemented many of the improvements suggested by partner agencies and stakeholders.	Prepare the summary spreadsheet and Employment Verification Forms to send to each of the County Designees for verification and approval.	In early January 2011, the Foundation will mail County Verification Packets. Staff is also scheduled to present information during a Workforce, Education and Training Conference Call on January 7, 2011.

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8. MHLAP Application Deadline	DEC 2010	Complete. The Foundation received 1,009 applications from 53 counties. Applicants are requesting nearly \$10 million in educational loan assistance.	The MHLAP did not receive any applications from employees in seven Counties, including Alpine, Del Norte, Inyo, Modoc, Mono, Siskiyou, and Tehama.	Promote the application deadline through marketing and outreach, and communicate to partners major updates regarding the review and award selection process.	
9. Enter applications into the Health Professions Student Application Monitoring System (HPSAMS.)	DEC 2010	Complete. HPSAMS is a vital tool in tracking the status of applications, monitoring awards and reporting program statistics.	In order to maintain accurate records, Foundation staff must constantly update HPSAMS when applicants notify us of changes or when decisions are made regarding each application.	Document in HPSAMS all phone and mail conversations with awardees and applicants.	Monitor current awards monthly and promulgate statistical reports in June 2011 to help evaluate the program.
10. Verify loan balances.	DEC 2011	In progress. Applicants to the December 2010 award cycle carry a total educational debt burden of \$65.5 million.	As the review process continues, the Foundation will need to verify the accuracy of each applicant's stated debt.	As awardees complete their service obligations, staff will review lender documentation to prevent payment errors.	Contact awardees and request appropriate documentation.
11. Provide staff support to enable Advisory Committee to review and score applications.	FEB 2011	In progress. In December 2010, Foundation staff began to draft a slide show presentation to train Advisory Committee members how to review and score applications.	Advisory Committee will have a short period of time to learn the materials, but the Foundation is developing step-by-step trainings and has extended all timelines to ensure adequate time and quality throughout the review process.	Communicate via email and telephone regarding the MHLAP application, updating the Committee roster, and upcoming timelines.	Send training slide show to Advisory Committee members, host conference calls, and provide staff support to ensure a quality review of all applications.
12. Ensure that all members of the Advisory Committee participate in the scoring process, and scoring process is completed. Average scores to see if they meet the 65% pass rate. Prepare materials for Advisory Committee meeting.	MAR 2011	In progress. The Foundation has contacted all members to introduce the upcoming review process.	Since the application review will take place in February and March 2011, there were no issues identified during this reporting period.	Communicate regularly with the Advisory Committee, to ensure they are aware of their responsibilities and available to participate in the upcoming Advisory Committee events.	Assign each Committee member to a review team, send review packets, provide staff support for any questions they might have, schedule and attend an in-person Committee Meeting to determine approx. 600 MHLAP awards.

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13. Advisory Committee meets.	MAR 2011	In progress. The Foundation has scheduled the Committee Meeting for late March in Sacramento.	As there are 30+ Advisory Committee Members, it can be difficult to accommodate everyone's schedule. The Foundation has scheduled the Meeting to take place over two days, to allow for maximum participation.	Begin to draft agenda and materials for the meeting. Also, develop a File Transfer Protocol to electronically deliver review packets to Committee Members in an economical and environmentally sound manner.	Coordinate the agenda, review and ranking roster of applicant scores, materials, logistics, and facilitation for the Advisory Committee Meeting in March 2011.
14. DMH reviews and approves those applications recommended for award. Approves award amounts based on available funding and loan balance.	APR 2011	Not started.	No issues to report during this period.	Met with DMH on August 18, September 1, and October 12 and discussed an appropriate timeline to allow for approving the final awards.	After the Advisory Committee meets in March 2011, the Foundation will prepare a formal recommendation of MHLAP awards for DMH to review and approve.
15. Foundation prepares cycle statistics and obtains approval from the Board of Trustees of qualified applicants.	APR 2011	Not started.	No issues to report during this period.	Worked with DMH to develop an appropriate timeline to allow for approving final awards, and notified the Foundation's Board of Trustees.	After the Advisory Committee meets in March 2011, the Foundation will prepare a formal recommendation of MHLAP awards for the Board to review and approve.
16. Prepare biannual update regarding program implementation progress.	DEC 2010 & JUN 2011	December 2010 report complete.	No issues to report during this period.	Track program development, goals, activities and monitor progress biannually.	Submit another progress report in June 2011.
17. Foundation prepares letters to all applicants: selected, not selected, and incomplete/ineligible.	MAY 2011	Not started.	The 120 day review process began in December 2010. In comparison to previous award cycles, staff has noticed a decrease in incomplete applications as a result of the new application format.	Process and intake applications, input information in HPSAMS monitoring database, and begin to review applications.	Counties will determine applicants' eligibility, Advisory Committee will score applications and determine awards, and Foundation will notify all applicants in writing of the final determinations: awarded or not awarded.

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18. Foundation to obtain management approval and forward draft contracts to OSHPD for processing.	MAY 2011	Not started.	Staff has finalized the contract template but will not be able to generate the contracts until final awards are determined in May 2011.	Met with DMH on August 18, September 1, and October 12 to discuss the contract template and obtained approval from partners as well as legal counsel.	Once the final awards are approved by DMH and the Board of trustees, the Foundation will draft approximately 600 new contracts and obtain signatures from the appropriate OSHPD personnel.
19. OSHPD prepares and executes contracts with award recipients.	JUN 2011	Not started.	As the 120 day review process ends in May 2011, OSHPD will only have a short period of time -30 days or less- to draft 600 contracts, obtain signatures, mail contracts to award recipients, provide technical assistance to awardees, receive the contracts back, countersign and execute by June 30, 2011.	We developed a timeline with DMH and OSHPD personnel to ensure that there will be accurate coverage to execute the contracts. Also Foundation staff has drafted FAQs and a “tips and tricks” flyer to mail to award recipients to help them through the contract process.	Once the 600 new contracts have been signed by OSHPD, the Contracts Officer will mail a set of contracts and instructions to each award recipient. The recipient will complete all required documents and begin their 12-month service obligation on June 30, 2011.
20. Monitor contracts for compliance and notify DMH of ongoing status.	ONGOING	During this reporting period, the Foundation monitored progress and compliance for 330 MHLAP participants who continue to work in areas of high need.	A small portion of awardees have been granted extensions to complete their service obligation, due to county budget cuts, job relocations, or leaves of absence for medical leave.	Work with County designates to ensure that award recipients continue to comply with the terms of their obligations, working a minimum of 20 hours per week in a position that meets the County’s workforce demands and shortages.	June 2011 will mark the end of the 12-month service obligation for most of the 309 awardees from FY 2009/2010. Upon verification, the Foundation will issue payments to those that have successfully completed the program.
21. Staff meets on a regular basis to plan program administration requirements, adjust work plan, if appropriate, and evaluate outcomes.	ONGOING	In progress.	No issues to report during this period.	Maintain frequent communication with DMH liaisons and attend meetings which may impact the MHLAP.	Attend program development meetings with DMH, CMHDA, and stakeholders to ensure transparency in the development process.

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22. Develop and implement the Memorandum of Understanding (MOU) between OSHPD and DMH.	ONGOING	In progress.	Current MOU will end on June 30, 2011.	Continue to implement the MHLAP in accordance with MOU agreement.	The Foundation and DMH will meet to discuss the MOU and continuing our partnership in the future.
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Attachments

MHLAP Flyer

MHLAP December 10, 2010 Application

Bulletins from LA, Alameda and San Francisco